

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, February 7, 2014
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 106

MEMBERS PRESENT

Valerie Burns
Jennifer Gilbertson (*Tom Carroll, proxy*)
Karl Heckart, Chair
Laura Johnston
Randy Kennedy
Cary Meister
Jared Nishimoto
Eloise Price
Kyle Rimel
Thomas Watson

GUESTS

Paul Coulomb, *City of Gilbert*
Nick Felber, *Yuma Superior Court*
David Garretson, *Glendale Muni Court*
Christine Pearson, *Prescott Consolidated*
Ken Troxel, *Maricopa COSC*

MEMBERS ABSENT

Mohyeddin Abdulaziz
Ron Bitterli
Charles Drake
Co Horgan
James Towner

AOC STAFF

Stewart Bruner*, *ITD*
Eric Ciminski, *ITD*
Tina Knezovich, *ITD*
Lou Ponesse, *ITD*
Jethro Sheridan, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the December 13th, 2013 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the December 13, 2013 TAC meeting as written. The motion passed unanimously.

UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl provided current details about several statewide initiatives of note:

- e-Filing disaster recovery testing is underway with Intresys. Negotiation for expansion of e-filing with eUniversa and AJACS 3.9 (patched for civil filing) is underway. Testing should take place in summer and piloting in a superior court in late fall. Discussion is also underway about how to operate a multi-vendor plug-in model. Karl briefly discussed the transition of Pima and Maricopa once a new system is running as well as expansion from civil to criminal e-filing over time. In response to a question, Karl explained the rationale behind the eUniversa acquisition. Members shared concerns about deepening the relationship with AmCad due to the vendor's performance over recent months.
- Karl had Eric Ciminski and Laura Johnston update members on Pima Superior Court's continued work on the eBench project. Pima's technical work is largely complete and now awaiting corresponding screen buildouts by the vendor. Laura summarized various business process challenges and disruptions introduced by the move to aiSmartBench. She reiterated that the product will be used without customization.
- For eAccess, Eric delivered an update on the latest application code delivery by AmCad and CCI construction at AOC. Eric described the user interface screens. He also described the way certification of electronic documents will work. Eric tentatively estimated a late Spring launch date, dependent on case data population in CCI and loading of historical documents back to July 1, 2010, into CDR. Kyle Rimel listed various concerns about making documents available online, particularly the long amount of time it takes for inappropriate case data to be removed from public access today. Karl contrasted the new AJACS CCI update method with the old AZTEC data warehouse update method. Eric emphasized that the clerk remains the control point for classifying case data/documents and AOC requires specific authorization to remove data or a document from access in an emergency. All access will be in strict accordance with Rule 123. Karl recounted the fears that swirled around the opening of the public access website many years ago.
- Karl distributed a summary table of the ERR&D committee's recommendations for retention of electronic records addressing the pressures associated with online access to court case-related information. Mandatory deletion is now clearly authorized. Karl reviewed the changes that need to be made to various IT systems at the AOC and the local courts.

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- AJACS 3.11 for LJ courts is currently in testing and courts are beginning to line up for early adoption. Training time remains a huge unknown affecting the ability to set an accurate implementation timeline. Kyle brought up a Mohave request for using a multi-jurisdiction model rather than single-court model. Another release will likely follow 3.11 and function as the final code for statewide rollout. Release 3.9 is headed for a pilot general jurisdiction (GJ) court next week and will be enhanced to work with eUnivera by June. AmCad is now starting to talk about user-requested enhancements as their development capacity improves.
- JOLTSaz for the rural counties will likely be starting at Yuma Superior Court by late summer before an 18-month rollout cycle. AZYAS, a youth assessment tool licensed from University of Cincinnati, recently changed its vendor. The application is now being rewritten for supportability.
- The data warehouse feeding FARE is being ported to new technology. Xerox, the FARE vendor, is still estimating the size of a project to perform a pre-disposition payment processing project. There needs to be minimal impact on AZTEC, but changes create an obligation to AJACS to provide the same functionality at go-live so that services are not lost.
- Karl reported that the AOC has decided on using Windows phones to replace BlackBerries by the end of this fiscal year. COT is considering a BYOD policy statement next week for court employees who desire to use their personal devices for access to their court e-mail. In response to a question, Karl stated that AOC is leaning toward HTML5 for developing mobility applications to ensure they are platform independent.
- The NICS mental health repository is poised to be constructed once a contractor is hired.
- The eWarrant project design piece is nearly complete. A new grant for the proof-of-concept has been obtained. Karl walked through the general design of the planned CRM-based central repository system and how it addresses the issues raised in the study phase, for example the concept of zones of severity accompanying any given warrant and taking into account warrant re-validation rules. After the proof of concept, the next step involves obtaining state funding to complete the system, likely in 3 to 4 years.
- The new simplified matching approach to ADRS discussed in December continues moving forward rapidly.

UPDATE

PC REFRESH UPDATE/TIMELINE

Karl Heckart

Members from general jurisdiction courts reported their initial experiences with the new Windows 8.1 test PCs configured with a “pre-standard” image delivered by the AOC over the past few weeks, as well as some pros and cons of the image. Most issues discovered so far involve applications unable to function in IE11, including county applications like financials. FTR will not be updated until April and no OnBase client version has been made available yet. They also specified items that have failed in testing thus far. Technology Refresh Project Manager Tina Knezovich and Lou Ponesse, AOC Support Center Manager, captured members’ comments.

Tina reported on the mixture of options being considered for training including local field trainers, printed handouts, and videos. Karl shared Dave Byers’ recent experience in adapting to the philosophical changes represented by Windows 8.1 and Office 2013. Members questioned whether Jabber or Lync would be rolled out as the IM tool for courts and whether touchscreens

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were going to be included eventually. Karl elaborated on several infrastructure upgrades in support of a full Office 365 deployment. It includes SharePoint and InfoPath as well as all the office applications in a G3 encrypted government cloud enterprise license with 25 GB storage per user. All the many decisions about options for cloud implementation have not yet been made. Exchange servers are being kept out of the cloud for the moment to reduce network traffic.

Discussion turned to the vital role of the field trainer in the near future as technology implementations make their way through the court system. They are the vanguard of change in the AOC's view, though not all courts in all counties seem to see them as such. Work needs to be done to get everyone thinking similarly about the role of the field trainer.

UPDATE

TIMELINE FOR IT STRATEGIC PLANNING

Stewart Bruner

Staff member Stewart Bruner reminded members about the need for completing the technical input to county IT strategic plans by March 14, even though many counties' business input was received late compressing the time technical resources have to complete their portion of the work. An instructional conference call for technical preparers is being held next Tuesday. Stewart is available to answer questions any time.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS UPDATE

Jethro Sheridan

Jethro Sheridan from AOC Infrastructure Operations, provided some facts and figures about OnBase versions, document transfer module (DTM) implementation, and disconnected scanning implementation throughout the state. He reported on testing with OnBase 13 SP2 as the candidate for 8.1/IE11 support. He will deliver the specific build number for local testing as soon as his testing wraps up, but July 1 is the target date for completion of the upgrades. He is the focal point for reporting local test issues. Jethro warned that OnBase 14 will drop support for Windows Server 2003, affecting several courts. Karl reminded members about the massive interdependencies that will be with us all into perpetuity and the need to get comfortable with balancing all the competing forces.

UPDATE

LOCAL ISSUES

Various

Jared Nishimoto raised a question about using the cloud for backups of EDMS images. Karl emphasized that use of DTM by superior courts meets the ACJA 1-507 requirements for the second copy and that transporting an additional backup to an Internet location taxes AJIN excessively. Jared also raised a concern from courts in Coconino County about the wasteful practice of printing bar code sheets to enter metadata into OnBase. He reported that two courts have already quit disconnected scanning over it. Ellie Price other members to share with her model numbers of "smaller footprint" scanners they have used to replace the SCSI connector ones originally purchased with OnBase.

CALL TO THE PUBLIC

Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 12:45 p.m.

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**Upcoming
Meetings:**

April 26, 2014

AOC – Conference Room 230

June 6, 2014 (COT annual mtg)

AOC – Conference Room 230

MEETING ADJOURNED

12:45 PM